

5004: Feedback Tools

Quality Improvement Secretariat

www.qis.gov.bd

Team / Members feedback on 5S

Questionnaire to obtain employee feedback on Five-S (5S)

Instructions for the interviewer

Introduce yourself by name

This questionnaire intends to gather information on the success of Five-S (5S)

Could I take few minutes of your time?

Information given will not be revealed to any member of the staff of the hospital. Your name is checked to confirm the list of respondents. Identification of the respondent will not be checked or revealed.

Your Name?

Mark the name in the list

There are no right or wrong answers to the questions. This only collects your views. Your corporation is very important.

Section 01: Personal Information

Unit / Place of work:

Designation:

Age:

Gender:

When did you start work in this hospital?

For long have you been working in this hospital?

Instructions for the interviewers

- *Mark the answer choice by circling round the answer*
- *At each question, let the respondents come out with their own answers and present our answer choices only after that*

Section 02: General Issues

01) Are you aware that a Five-S (5S) programme has been functioning at the Hospital?
(Key words: Quality, productivity)

2

 Yes No

02) Are you a member of work improvement team?

 Yes No

03) How is your knowledge of Five-S (5S)?

- *If the answer is good, check if it is very familiar or familiar*

 Very Familiar Familiar to some extent No knowledge Don't know

04) What is the successfulness of the Five-S (5S) programme?

- *If the answer is successful, check whether it is very successful or successful to some extent*

 Very successful Successful to some extent Unsuccessful Don't know

If the answer is very successful or successful to some extent, go to question no. 05.

If the answer is unsuccessful or don't know go to question no. 06.

Section 03: Contributing Factors

05) According to your opinion what factors contributed towards the success of Five-S (5S) programme?

- Check whether the causes were very important or important to some extent

(In addition) were the following factors important for success?

- If the answer is yes, check whether it is very important or important for success

(a) Is the availability of adequate finances important for success of the programme?

 Very important Important to some extent Not important Don't know

(b) Is the support of senior management i.e. Director, consultant doctors, matrons, important for success of the programme?

 Very important Important to some extent Not important Don't know

(c) Is the support of middle management i.e. sisters, overseers, important for success of the programme?

 Very important Important to some extent Not important Don't know

(d) Is the support from workers important for success of the programme?

 Very important Important to some extent Not important Don't know

(e) Is the practice of continuous monitoring by management important for success of the programme?

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(f) Is the leadership of the Director important for success of the programme?

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(g) Is the level of organization of the implementation process important for success of the programme? (key words: orderliness of the implementation)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(h) Is the presence of a good speed in implementation important for success of the programme? (key words: not too fast and not too slow)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(i) Is the incorporation of employee ideas and suggestions important for success of the programme? (key words: Listened to the employees)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(j) Is the continuity of the personnel involved in coordination of the programme important for success of the programme? (key words: Director, consultants, matrons, Work Improvement Teams)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(k) Is the communication of decisions of the management to employees important for success of the programme? (key words: notice boards, through sisters)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(l) Is the layout of the buildings important for success of the programme? (key words: with space and with orderliness)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(m) Is the support of maintenance and engineering staff important for successful of the programme?

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(n) Is the training of Five-S (5S) important for success of the programme?

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

(o) Is the achievement of quick and clear improvement with the implementation of Five-S (5S) important for success of the programme? (key words: good chance)

Very important	Important to some extent	Not important	Don't know
----------------	--------------------------	---------------	------------

Section 04: Motives for participation

06) Do you willingly participate in the Five-S (5S) programme?

Yes	No
-----	----

07) Why do you participate in the Five-S (5S) programme?

- *Check the reason given affected them to a great extent or to some extent*

(In addition) did the following affect your decision to participate?

- *If the answer is yes, check whether it affected to a great extent or some extent*

a) Do you participate in the programme because you thought that the hospital service to the patients would improve?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

b) Do you participate in the programme because you thought that the hospital environment would improve? (key words: pleasant, clean)

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

c) Do you participate in the programme because you thought that your skills would improve? (key words: ability to perform hospital work)

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

d) Do you participate in the programme because you thought you would be further empowered to carry out hospital work?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

e) Did you participate in the programme as the management directed you?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

f) Did you participate in the programme as other workers participated?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

Section 05: Difficulties encountered

08) What are the difficulties encountered in carrying out the Five-S (5S) programme?

- *Check whether the difficulties affected them to a great extent or some extent*

(In addition) are the following difficulties encountered in carrying out the 5S programme?

- If the answer is yes, check whether it affected to a great extent or to some extent

a) Is allocating time for the programme difficult?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

b) Is changing work habits difficult?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

c) Is increase of workload of preparing documents related to the programme a difficulty?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

d) Is the lack of adequate knowledge or training on Five-S (5S) a difficulty?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

e) Is the lack of adequate finances a difficulty?

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

f) Is the deficiencies of Five-S (5S) programme management a difficulty? (key words: Director, consultant doctors, matrons)

Affected to a great extent	Affected to some extent	Didn't affect	Don't know
----------------------------	-------------------------	---------------	------------

Section 06: Impact of Five-S (5S) on Hospital

09) How do you rate the usefulness of Five-S (5S)?

Very useful	Useful to some extent	Not useful	Don't know
-------------	-----------------------	------------	------------

10) Is there a change in the job satisfaction due to Five-S (5S)?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

11) What are the changes due to Five-S (5S) implementation? (of the hospital and of yourself)

(In addition) have changes occurred in following, due to Five-S (5S) programme?

a) Has the cleanliness of the hospital changed due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

b) Has the pleasantness of the hospital changed due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

c) Has the organization of the hospital changed due to the programme? (key words: orderliness)

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

d) Has the level of empowerment of suitable personnel changed due to the programme? (key word: right place for the deserving)

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

e) Has the level of recognition of good practice changed due to programme? (key words: appreciation)

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

f) Has the level of skills changed due to the programme?

(key words: better performance of already known hospital work, learning of new techniques)

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

Section 07: Change of Work Attitudes

12) Is there a change in the way you carry out hospital work due to Five-S with regard to following? (Note: Do not give key words for the questions under this)

a) Is there a change in your motivation to keep the hospital clean due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

b) Is there a change in your level of participation in hospital work due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

c) Is there a change in your motivation in organizing your work at the hospital due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

d) Is there a change in your motivation to achieve better results in your work at the hospital work due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

e) Is there a change in your motivation to complete a given job quickly due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

f) Is there a change in your desire to work as a team due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

g) Is there a change in your motivation to start work on time at the hospital due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

h) Is there a change in your motivation to come to work daily due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

i) Is there a change in your motivation to help the patients due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

j) Is there a change in your level of courtesy towards the patient due to the programme?

Increased	No change	Decreased	Don't know
-----------	-----------	-----------	------------

* Did you understand my questions clearly?

Very clear	Clear to some extent	Not Clear
------------	----------------------	-----------